



## OUR CLIENT

Our client is a development organisation in the financial services sector working to promote financial inclusion in Nigeria. It seeks to facilitate an all-inclusive and growth-promoting financial system. The organisation is funded by the UK Government's Department for International Development and the Bill & Melinda Gates Foundation.

The organisation is well renowned within Nigeria's financial sector for providing thought leadership in financial inclusion and championing the unbanked. Through funding and catalyzing innovation, providing cutting-edge research, advocating for enabling inclusive policies and building capacity, it has built a reputation as an "honest broker" amongst both the private and public sectors. Data from some of their surveys was a key source of information in the development of the National Financial Inclusion Strategy; and is also widely used by a diverse range of stakeholders, including regulators, as a benchmark for financial inclusion in Nigeria. Furthermore, financial services providers use their research to develop a range of relevant financial products through gaining insights and understanding of consumers' needs.

The organisation is seeking to appoint dynamic, strategic, and committed individuals to newly defined roles to build on its current achievements and accelerate the impact of financial inclusion in Nigeria.

## BACKGROUND

To further achieve the aforementioned objective, our client has identified the urgent need to recruit a competent and suitably qualified individual to fill the position of **Research Officer**. This is a rapidly growing organization with considerable influence in the financial sector.

## ROLE PROFILE

The Research Officer will provide accurate, credible and relevant market information on the Nigerian financial sector by supporting the implementation of the organisation's research activities and interpretation of research results.

**Reports to:** Head of Knowledge & Evidence

**Department:** Research

**Directly supervises:** N/A

**Manages external** N/A

## Job Description

The Research Officer will provide effective and timely delivery of relevant and high-quality research information to support the organisation's strategic, advocacy and capacity building initiatives. He/she will leverage knowledge of research methodology and best practices to support planning, design, implementation and dissemination of research conducted by the organisation. The Research Officer will conduct insightful and compelling analysis to provide



external stakeholders and other the organisation departments with relevant, credible information that can be used to promote Financial Inclusion in Nigeria.

The successful applicant will have a strong research foundation and the desire and ability to quickly learn about the organisation's strategic areas. He/she will be results driven and committed to high standards of performance. They will be adaptable, creative, and used to delivering results in a dynamic, fast-paced and fluid working environment.

### **Responsibilities**

The role will include, but not be limited to, the following responsibilities and accountabilities:

*i. Implementation of the organisation Surveys and Scoping Studies*

- Support the organisation's specialised surveys and scoping studies throughout the project lifecycle, including initial planning, procurement and contracting of research house services, development of methodology and research tools (questionnaires, discussion guides, etc.), fieldwork, data collection and analysis, and compiling the final report
- Conduct desk research and literature reviews and produce relevant reports

*ii. Project Management*

- Coordinate the development of work plans for each research project and track project status against agreed timelines
- Ensure that credible standards and methodology are used in all of the organisation's research projects
- Monitor adherence to guidelines, methodology, approach, and quality assurance measures stated in the contract for surveys undertaken by market research firms. Conduct field visits and deliver reports on any issues observed during fieldwork
- On completion of each project, provide a written report with an assessment of the research firm throughout the entire project cycle, including methodology used, data collection process, quality control, data processing and management
- Prepare post-project evaluation reports for sign off by the Head of Knowledge and Evidence, and share lessons learned with other technical staff in the organisation

*iii. Analyse and Interpret Data*

- Undertake robust and insightful analysis on data collected from the organisation's specialised surveys and scoping studies. Provide reports that include conclusions that are actionable, impactful and accessible to stakeholders
- Review and interrogate data sets from the organisation surveys and scoping studies in order to ensure the accuracy of data collected
- Analyse data from the organisation's Access to Financial Services in Nigeria surveys for internal and external customised requests
- Support the Head of Knowledge and Evidence in converting the organisation's research into a widespread tool for decision making in the financial sector
- Proactively identify opportunities for leveraging research findings to stimulate innovation, and provide stakeholders with evidence that supports the case for financial inclusion

*iv. Disseminate Research Findings*

- Contribute to the writing of relevant research presentations such as research reports, policy briefs and strategy/technical notes
- Present research findings in a compelling, informative and timely manner that clearly conveys the methodology, results and recommendations

*v. Linkages to Wider Research Community*

- Keep abreast of local and international research related to financial inclusion
- Produce quarterly summaries of relevant research in Nigeria and abroad, drawing out any implications for the organisation's work
- Support the Head of Knowledge and Evidence in maintaining active relationships with academia, first-rate research houses, and associations working on projects related to Financial Inclusion

*vi. Additional Responsibilities*

- Create a well-organised archive of all the organisation data and reports and a user-friendly, searchable database of all research information, including but not limited to the organisation research
- Respond to and track requests for the organisation's Access to Financial Services in Nigeria surveys or other the organisation data; prepare data user licence agreements as needed
- Provide regular updates on the effectiveness of all the organisation research projects and their impact on financial inclusion in Nigeria
- Submit monthly progress reports of research activities to the Head of Knowledge and Evidence
- Perform any other duties as may be assigned by the Head of Knowledge and Evidence

**Competency / Skill Requirements**

*Skills*

- Strong analytical and modelling skills with the ability to evaluate and synthesise information
- Ability to collate and interpret large amounts of data
- Proven ability to produce concise, well-structured, and very high quality reports and presentations
- Strong project management, time management and planning skills
- Ability to meet tight deadlines in a fast-paced environment
- Works independently and as part of a team
- Very high level of attention to detail and accuracy
- Very strong verbal and written communications skills
- Strong interpersonal skills
- Highly numerate
- Advanced level competency in the Microsoft Office Suite, especially Word, PowerPoint and Project



### *Personal Qualities*

- Commitment to the financial inclusion agenda
- Energetic, proactive approach to work
- High levels of initiative
- Enterprising attitude that is quick to search out alternative solutions to needs or problems
- Committed to delivering high quality results, with cost-effective use of resources
- Positive, flexible, supportive attitude towards work
- Can-do approach
- Driven and a self-starter
- Exhibits helpful behaviour beyond strict job requirements
- Works well under pressure and meets deadlines
- Multi-tasks effectively
- Integrity and high personal ethical standards
- Innovative
- Confident
- Resilient and able to work well under pressure

### **Qualification / Experience**

#### *Essential*

- Degree in Statistics, Economics, Anthropology, International Development, Finance, Public Policy or related field, from a reputable institution
- Minimum of five years' relevant work experience, including two years' experience in conducting research
- Experience in desk research, handling a variety of information sources and producing relevant reports
- Proven ability to synthesise implications and identify market opportunities from data
- Experience in statistical analysis using software such as SPSS, Stata, etc.

#### *Desired*

- Practical experience in qualitative and quantitative research methods, including experience in designing research guides, survey tools and questionnaires, and conducting fieldwork
- Prior experience in financial inclusion and/or the Nigerian financial sector
- Knowledge of socio-economic trends in Nigeria

Employment with the organisation offers an exceptional and challenging opportunity for the right candidate. You will be offered an attractive remuneration and employment benefits package.

To indicate your interest, please mail your updated resume to [hello@talentstoneafrica.com](mailto:hello@talentstoneafrica.com)